



**COMMUNITY COLLEGE
OF RHODE ISLAND**

Office of Human Resources

VACANCY NOTICE FOR LIMITED POSITION*

POSITION: Paraprofessional

LOCATION: Information Technology
Primarily at the Knight Campus, Warwick, RI

REPORTS TO: Director, User Support

GRADE & SALARY: CCRI PSA 8; Salary range begins at \$31,675
Salary commensurate with education and experience

WORK SCHEDULE: Non-Standard, 35 hours per week

SUPERVISES: Support staff; part time and student employees

JOB SUMMARY: To provide first line telephone support and troubleshooting for faculty, staff and students at the Information Technology Help Desk.

DUTIES AND RESPONSIBILITIES:

- Provide first line via phone, email, walk-in, fax, chat troubleshooting for faculty, staff and students
- Diagnose and resolve technical hardware, software issues and networking
- Identify and escalate situations requiring urgent attention as appropriate
- Good understanding of PC hardware set-up and configuration
- Track and route problems and requests and document resolutions in the knowledge base
- Provide support for all CCRI supported software applications including but not limited to Windows and Macintosh operating systems, MS Office and Mac Office applications (Web Browsers, Anti-Virus, internet connectivity , MyCCRI portal and Anti-virus
- Troubleshoot hardware, software and network related problems on faculty/staff desktops including peripheral devices
- Log all user problems to the Help Desk call tracking software and monitor the system to ensure that end user questions are answered and/or forwarded to an appropriate staff member.
- Create, maintain and update training manuals and user documentation for supported hardware and software for the IT web site.
- Assist in developing and conducting training programs (mini-courses, workshops, seminars, lectures, and demonstrations) for faculty, staff and students.

Knight Campus

400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345

DUTIES AND RESPONSIBILITIES (Continued):

- Additional responsibilities as directed by the supervisor consistent with rank and position.
- Stays informed about the current state of and future advances in computer hardware and software.
- Recommends new support systems and hardware and software technologies based on analysis of user needs.
- Support users in the use of computer hardware and software by providing necessary training and advice.
- Experience with using and troubleshooting within Active Directory network environment

LICENSES, TOOLS AND EQUIPMENT:

Working knowledge of fundamental operations of relevant software, hardware and other equipment, relevant call tracking applications, customer service practices and related experience and training

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

- High school diploma or equivalency including or supplemented by training in computer software programs, typing and business practices required; Associate's degree preferred.
- Minimum of two years of relevant experience preferred.
- Excellent telephone skills and ability to communicate effectively both orally and in writing with people of diverse skill levels and individuality required.
- Demonstrated experience in the support of computer software, hardware and peripheral devices required.
- Experience teaching technical training sessions in higher education preferred.
- Experience in technical writing preferred.
- Excellent communication skills required.
- Excellent analytical and organizational skills required.
- Strong interpersonal skills and ability to work effectively and collegially with faculty, administrators, students, and colleagues required.

***This position is limited to March 1, 2013.**

APPLICATION PERIOD: FEBRUARY 21, 2012 – MARCH 12, 2012

(This date includes a five-day grace period. Applications will not be accepted after this date).

HOW TO APPLY:

To apply for this position, please go to our online recruitment site at <https://jobs.ccri.edu> and complete the online application. In addition to the application, a cover letter, resume and contact information of three references need to be attached at the end of the application.

If you need assistance with the online application process, please contact Human Resources at 401-825-2311.

CCRI is an Equal Opportunity / Diversity Employer.

Any individual with a disability who requires assistance in the application process should contact CCRI at (401) 455-6011 prior to the close of the application period. TTY: (401) 825-2313.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.

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